

Troubleshooting: General Escalation of MiTEAM Fidelity Web Application Issues

As with any system, there may be times that the MiTEAM Fidelity Web Application does not function as it was designed and intended. We are dedicated to resolving these issues as quickly as possible. In the event that MiTEAM Fidelity Web Application issues occur, please follow the steps of escalation below.

1. Review the MiTEAM Fidelity Job Aids and the MiTEAM Fidelity Guide (especially Appendix F: Frequently Asked Questions) to ensure that you fully understand how the MiTEAM Fidelity Web Application is supposed to function.
2. Use the Resources in instruction #1 to troubleshoot the issue yourself, if possible.
3. Talk to your local MiTEAM Fidelity LOE(s) to see if they have any additional knowledge, information or ideas to troubleshoot the problem.
4. Request that your local MiTEAM Fidelity LOE(s) email your area's MiTEAM Analyst to see if they have any additional knowledge, information or ideas to troubleshoot the problem.
5. Email the MiTEAM and DCQI representatives on the Contact Page of the MiTEAM Fidelity Web Application to see if they are able to resolve the issue or escalate it on your behalf.
6. Follow any additional instructions provided by MiTEAM or DCQI representatives to resolve the issue.